

A.C.T. - AUTOGLASS CLAIMS TEAM 1.888.228.9108

TIPS TO SPEED YOUR CLAIM

Sample customer greeting:

Good morning, sir/ma'am. Have you noticed the chip/crack in your windshield?

If it's not repaired, it could continue to crack out and cost you hundreds of dollars to replace. We can repair that right now at the same time we service your vehicle. It'll restore your windshield's strength and keep it from cracking out. It will also look 80-90% better when I'm finished!

Best of all, with qualifying insurance, you could get it FREE! Since insurance companies save money by repairing instead of replacing windshields, they almost always waive the deductibles! So it's FREE to you!

We'll call right now and get an answer in minutes.
(CALL **ACT**) >>>>

ACT will ask for following info:

Store#_____ Tech Name:_____

Put customer on the phone

CUSTOMER INFORMATION:

Customer Name_____

Address_____

City_____ ST___ ZIP_____

Phone(work)_____ (home)_____

VEHICLE INFORMATION:

Year___ Make_____ Model_____

Body Style 2DR / 4DR / P-U
Van / SUV / RV

Number of repairs___

Date of damage_____

VIN #_____

INSURANCE INFORMATION:

Company_____

Agent name_____

Agent phone #_____

Policy #_____

ACT will get the information it needs directly from your customer. Next, we get your customer off the line, unless we know the insurance company will need to talk to them. We then go after the insurance company/network for authorization. Within minutes, **ACT** will call you back with the claim #.

Technicians:

After calling **ACT** & identifying your shop, HAND THE PHONE TO THE CUSTOMER. Make sure they **have their insurance card ready**. This allows you the freedom to service the vehicle.

If you desire to start the repair process prior to receiving authorization from **ACT**, you are generally safe to proceed as long as the vehicle is under 8 years of age, plus you have verified that your customer has a valid (not expired) insurance card and the customer knows they have comprehensive coverage on the vehicle. But, always keep in mind that **ACT** is only liable to pay your shop once we've been paid by the insurance carrier.

Even if you don't get authorization, you can still work out a quick cash deal for a discount or give it to them free. What are you out? - 50¢ worth of resin & 10-15 minutes of your time. You're a hero either way.

By starting on the repair right away, you'll maximize your thru-put and have a happier customer.

If you get a direct referral from an insurance company/network or a customer who has already gotten authorization from their insurance company, accept the job and **call ACT** to give us all the information so we can bill the insurance company. **Always get the insurance policy # and VIN #**

Sample Release form:

I authorize _____ to attempt repair on the chip/crack in my vehicle's windshield. I agree to not hold the repair facility liable should the windshield crack out while attempting this repair, and that there will be no charge for the service if that happens. Should the repair fail at a later date and the windshield need replaced, I understand that I am responsible for my deductible at that time. I acknowledge I am responsible for payment of services not covered by my insurance company. I authorize my insurance company and its appointed agents to make payments directly to **ACT** - Autoglass Claims Team, 4295 N Holly Rd, PO Box 549, Olney, IL 62450.

X_____ Date____/____/____

Customer Signature